

IN THE CLAIMS:

In accordance with the Revised Rules under 37 C.F.R. 1.121, please amend the claims as shown below and indicated as “currently amended.”

Claims 1-12 (cancelled).

13. (currently amended) In a combination of an agent telephone system coupled to an automatic call distributor, the automatic call distributor coupled to an external switch, the automatic call distributor configured to couple an incoming telephone call from the external switch to the agent telephone system and to route the incoming telephone call over one of a plurality of communication networks ~~coupled~~ connected between the automatic call distributor and the agent telephone system, the plurality of communication networks utilizing differing communication protocols, the agent telephone system comprising:

a microprocessor;
memory operatively coupled to the microprocessor;
an agent microphone and agent speaker for transmission and reception of audio information, respectively;

a conversion device operatively coupled to the agent microphone and to the agent speaker, and the conversion device also operatively coupled to the microprocessor;

an input switch multiplexer operatively coupled to the microprocessor, wherein the microprocessor controls selection of one of a plurality of input lines of the switch multiplexer;

a plurality of network interfaces each connected ~~operatively coupled to a respective one of the plurality of input lines of the switch multiplexer~~, each of the plurality of network interfaces ~~operatively coupled also connected to a respective one of the plurality of communication networks, and each communication network also connected~~ coupled to the automatic call distributor and to one of the plurality of input lines of the switch multiplexer so as to ~~establish~~ permit establishing communication between a caller of the incoming telephone call and an agent of the agent telephone system through the automatic call distributor over one of the plurality of communications networks;

and

wherein after detection of a failure of a first communication network of the plurality of communications networks, failure causing disconnection of the incoming telephone call from the agent telephone system while it is still retained by the automatic call distributor, the microprocessor, in response to the disconnection, issues a control signal to the switch multiplexer to route the disconnected incoming telephone call through a second communication network so as to reestablish communication between the caller and the agent, the first and second communication networks utilizing different communication protocols.

14. (currently amended) The agent telephone system according to claim 13 wherein at least one of the plurality of communication networks are selected from the group consisting of an Ethernet network, USB network, H.323 protocol network, SIP network, MGCP network, VoFR network, VoATM network, TDM network, T1 network, PSTN network, ~~BRI network~~, POTS network, 2G wireless network, 2.5G wireless network, and 3G wireless network.

15. (currently amended) The agent telephone system according to claim 13 wherein at least one of the plurality of network interfaces are selected from the group consisting of an Ethernet network interface, USB network interface, H.323 protocol network interface, SIP network interface, MGCP network interface, VoFR network interface, VoATM network interface, TDM network interface, T1 network interface, PSTN network interface, ~~BRI network interface~~, POTS network interface, 2G wireless network interface, 2.5G wireless network interface, and 3G wireless network interface.

16. (original) The agent telephone system according to claim 13 wherein at least one of the communication networks is a packet-switched based network.

17. (original) The agent telephone system according to claim 13 wherein at least one of the communication networks is a circuit-switched based network.

18. (original) The agent telephone system according to claim 13 wherein the agent telephone system detects the failure of the first communication network by loss of a link status indication.

19. (currently amended) The agent telephone system according to claim 13 wherein the agent telephone system detects a failure of the first communication ~~networks~~network by loss of a keep-alive indication.

20. (currently amended) The agent telephone system according to claim 13 wherein each incoming call from the automatic call distributor has an assigned call indicator and the agent telephone system indicates to the agent whether a subsequent incoming telephone call is a new call or is a reconnection of a prior disconnection.

21. (previously presented) The agent telephone system according to claim 13 further including a communication network defined by a computer having a sound card therein, the computer operatively coupled between the automatic call distributor and an agent telephone, the sound card configured to digitize voice communication.

22. (previously presented) The agent telephone system according to claim 13 further including a communication network defined by a computer having a USB circuit therein, the computer operatively coupled between the automatic call distributor and an agent telephone, the USB circuit configured to facilitate transmission and reception of serial data.

23. (currently amended) A method for providing communication paths for an incoming telephone call of an automatic call distributor to an agent telephone system, the automatic call distributor coupled to an external switch, the automatic call distributor configured to route the incoming telephone call from the external switch to the agent telephone system over one of a plurality of communication networks ~~coupled~~connected between the automatic call distributor and the agent telephone system, each network having a corresponding network interface, the communication networks utilizing differing communication protocols, the method comprising the

steps of:

providing the agent telephone system with a microprocessor, and operatively coupling the microprocessor to a memory;

providing at least one transducer configured to transmit and receive audio information;

operatively coupling the at least one transducer to the microprocessor through a conversion device;

providing a switch multiplexer operatively coupled to the microprocessor, the switch multiplexer having a plurality of input lines;

controlling selection of one of the plurality of input lines of the switch multiplexer, ~~wherein~~ each network interface is ~~operatively coupled~~ connected to a respective one of the plurality of communication networks ~~coupled to the automatic call distributor~~, and each network interface is ~~coupled~~ connected to a respective one of the plurality of input lines of the switch multiplexer, and each communication network connected to the automatic call distributor, so as to establish communication between a caller of the incoming telephone call and the agent of the agent telephone system through the automatic call distributor over one of the plurality of communication networks; and

detecting a failure of a first communication network of the plurality of networks through which the incoming telephone call is ~~coupled to~~ in communication with the agent telephone system, said failure causing disconnection of the incoming telephone call from the agent telephone system while still retained by the automatic distributor, and thereafter issuing a control signal, in response to the disconnection, to the switch multiplexer to route the disconnected incoming telephone call through a second communication network so as to reestablish communication between the caller and the agent, the first and second communication networks utilizing different communication protocol.

24. (currently amended) The method according to claim 23 wherein at least one of the plurality of communication networks are selected from the group consisting of an Ethernet network, USB network, H.323 protocol network, SIP network, MGCP network, VoFR network, VoATM network, TDM network, T1 network, PSTN network, ~~BRI network~~, POTS network, 2G wireless network, 2.5G wireless network, and 3G wireless network.

25. (currently amended) The method 23 wherein at least one of the plurality of network interfaces are selected from the group consisting of an Ethernet network interface, USB network interface, H.323 protocol network interface, SIP network interface, MGCP network interface, VoFR network interface, VoATM network interface, TDM network interface, T1 network interface, PSTN network interface, ~~BRI network interface~~, POTS network interface, 2G wireless network interface, 2.5G wireless network interface, and 3G wireless network interface.

26. (original) The method according to claim 23 wherein at least one of the communication networks is a packet-switched based network.

27. (original) The method according to claim 23 wherein at least one of the communication networks is a circuit-switched based network.

28. (original) The method according to claim 23 wherein the agent telephone system detects the failure of the first communication network by detecting a loss of a link status indication.

29. (original) The method according to claim 23 wherein the agent telephone system detects the failure of the communication network by detecting a loss of a keep-alive indication.

30. (currently amended) The method according to claim 23 wherein the agent telephone system accepts a next incoming call from the automatic call distributor as a reconnection of the disconnection.

31. (original) The method according to claim 23 further including a display operatively coupled to the microprocessor.

32. (previously presented) The method according to claim 23 further including a communication network defined by a computer having a sound card therein, the computer

operatively coupled between the automatic call distributor and an agent telephone, the sound card configured to digitize voice communication.

33. (previously presented) The method according to claim 23 further including a communication network defined by a computer having a USB circuit therein, the computer operatively coupled between the automatic call distributor and an agent telephone, the USB circuit configured to facilitate transmission and reception of serial data.

34. (cancelled)